

Amendments to the Claims

Claim 1 (Original): A method of managing workflow comprising:
receiving work at a first location;
determining identifying information associated with the work;
building a request based on a type of the work to be completed;
at least partially completing the request; and
submitting the request for processing.

Claim 2 (Original): The method of claim 1 wherein the work is selected from the set comprising: work received via mail, work received via electronic data services, work received via telephone, work received via facsimile, work received via overnight mail, and work received via private courier.

Claim 3 (Original): The method of claim 1 wherein the work is received in paper form.

Claim 4 (Original): The method of claim 3 further comprising imaging the paper form of the work to create a digital representation of the work.

Claim 5 (Original): The method of claim 4 further comprising associating the identifying information with the digital representation of the work.

Claim 6 (Original): The method of claim 4 further comprising placing the digital representation of the work in a digital envelope.

Claim 7 (Original): The method of claim 1 wherein the step of identifying client and contract information associated with the work is performed manually.

Claim 8 (Original): The method of claim 7 further comprising assigning the step of determining identifying information to a worker.

Claim 9 (Original): The method of claim 1 wherein the step of determining identifying information associated with the work is performed automatically.

Claim 10 (Original): The method of claim 1 wherein the step of determining identifying information associated with the work is performed at a second location, the first location geographically removed from the second location.

Claim 11 (Original): The method of claim 1 wherein the step of determining identifying information associated with the work includes determining a client identifier.

Claim 12 (Original): The method of claim 1 wherein the step of determining identifying information associated with the work includes determining an account identifier.

Claim 13 (Original): The method of claim 1 wherein the step of determining identifying information associated with the work includes determining a client name and a contract identifier.

Claim 14 (Original): The method of claim 1 wherein the step of building a request is performed automatically.

Claim 15 (Original): The method of claim 1 wherein the step of building a request is performed manually.

Claim 16 (Original): The method of claim 15 further comprising assigning the step of building a request to an examiner.

Claim 17 (Original): The method of claim 1 wherein the step of building a request is performed at a second location, the second location geographically removed from the first location.

Claim 18 (Original): The method of claim 1 wherein the step of at least partially completing the request is performed automatically.

Claim 19 (Original): The method of claim 1 wherein the step of at least partially completing the request is performed manually.

Claim 20 (Original): The method of 19 further comprising assigning the step of at least partially completing the request to a client transaction technician.

Claim 21 (Original): The method of claim 1 wherein the step of at least partially completing the request is performed at a second location, the second location geographically removed from the first location.

Claim 22 (Original): The method of claim 19 wherein the step of at least partially completing the request is fully completing the request.

Claim 23 (Original): The method of claim 1 further comprising prioritizing the work received.

Claim 24 (Original): The method of claim 23 further comprising prioritizing the work received at least partially by a manner in which the work is received.

Claim 25 (Original): The method of claim 1 further comprising placing the work received into an identity queue.

Claim 26 (Original): The method of claim 1 further comprising placing the work identified into a queue.

Claim 27 (Original): The method of claim 1 further comprising placing the request into a queue.

Claim 28 (Original): The method of claim 1 further comprising checking the at least partially completed request.

Claim 29 (Original): The method of claim 1 further comprising assigning a skill level to the request based on the type of work to be completed.

Claim 30 (Original): The method of claim 29 assigning the step of at least partially completing the request to a worker based on the skill level.

Claim 31 (Original): The method of claim 1 further comprising monitoring the step of determining identifying information.

Claim 32 (Original): The method of claim 1 further comprising monitoring the step of building a request.

Claim 33 (Original): The method of claim 1 further comprising monitoring the step of at least partially completing the request.

Claim 34 (Original): The method of claim 1 further comprising prioritizing the building of the request based on the identifying information.

Claim 35 (Original): The method of claim 1 further comprising prioritizing the at least partially completing the request based at least in part on the type of the work.

Claim 36 (Original): The method of claim 1 further comprising prioritizing the submitting of the request for process based at least in part on the type of work.

Claim 37 (Original): The method of claim 1 wherein the work is financial services work.

Claim 38 (Original): The method of claim 1 wherein the work is pension plan work.

Claims 39-55 (Canceled).